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USER GUIDE

Aleratec

1:3 DVD/CD Copy Tower Pro HS™

1:7 DVD/CD Copy Tower Pro HS™



Part No. 260152 1:3 DVD/CD Copy Tower Pro HS™

Part No. 260153 1:7 DVD/CD Copy Tower Pro HS™

Copyright/Model Identification

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Please record the following information to help expedite any warranty claim:

Model No. _____ Serial No. _____

Date Purchased _____

Place of Purchase _____

Radio/TV Interference Statement

The equipment described in this guide emits radio frequency energy. If it is not installed in accordance with the manufacturer's instructions, it may cause interference with radio or television reception.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy. If not installed and used in accordance with the instruction manual, this equipment may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be verified by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an electrical outlet on a circuit that is different from the circuit to which the receiver is connected.
- Consult your dealer or an experienced radio/TV technician for help.

This equipment has been certified to comply with the limits for a Class B computing device, pursuant to FCC Rules. In order to maintain compliance with FCC regulations, shielded cables must be used with this equipment. Operation with non-approved equipment or unshielded cables is likely to result in interference to radio and TV reception. The user is cautioned that changes and/or modifications made to this equipment, without the approval of manufacturer, could void the user's authority to operate this equipment.

Safety Regulations

WARNING

To prevent fire or shock hazard, do not expose the unit to rain or moisture.

To avoid electrical shock, do not open the cabinet. Refer servicing to authorized personnel only.

Make sure that the manually switchable power supply is set to the proper voltage for your region.

CAUTION

As the laser beam in these DVD/CD Duplicators is harmful to the eyes, do not attempt to disassemble the cabinet. Refer servicing to authorized personnel only.

The use of optical instruments with this product will increase eye hazard.

This DVD/CD Duplicator is classified as a CLASS 1 LASER PRODUCT.

The CLASS 1 LASER PRODUCT label is located on top of the internal drive enclosure.

CLASS 1
LASER PRODUCT

LASER KLASSE 1
PRODUKT

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Introduction

Thank you for purchasing the DVD/CD Copy Tower Pro HS. Please read this User Guide thoroughly before using this product.

Product Features

The DVD/CD Copy Tower Pro HS is a multiple disc DVD/CD Duplicator. The DVD/CD Copy Tower Pro HS is based on Dual-Standard 8-in-1 DVD±R/RW Technology, that supports all popular DVD formats.

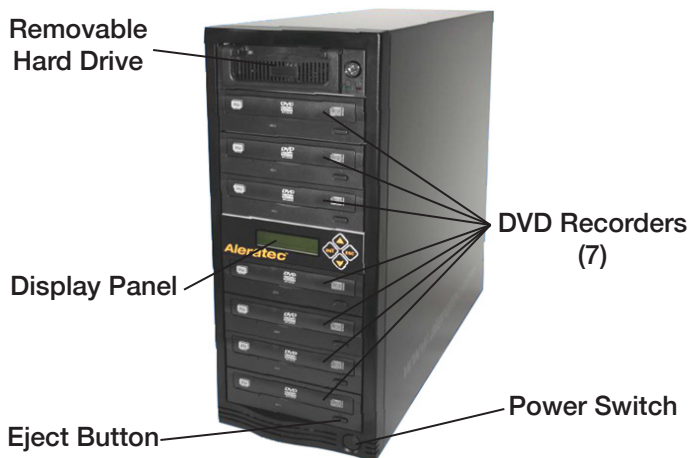
- High DVD recording speed for high-volume duplicating.
- Powerful Control Features with LCD Display and intuitive menu maximizing copy control, flexibility, and output.
- 1:3 DVD/CD Copy Tower Pro HS copies three DVDs simultaneously without a computer.
- 1:7 DVD/CD Copy Tower Pro HS copies seven DVDs simultaneously without a computer.
- Simple one-touch operation.
- No additional hardware or software required.
- Simple to use; no set-up required. Plug it in and start copying immediately.
- Supports DVD-R, DVD-RW, DVD+R, DVD+RW, DVD-RAM, DVD-ROM, CD-R, CD-RW, Audio CD, Video CD, Hybrid CD, 120 mm, and mini CD (80 mm / 3 inch).
- Automatically runs self-diagnostics at power-on.
- Auto format detection.

Introduction

Key Items – DVD/CD Copy Tower Pro HS



1:3 DVD/CD Copy Tower Pro HS



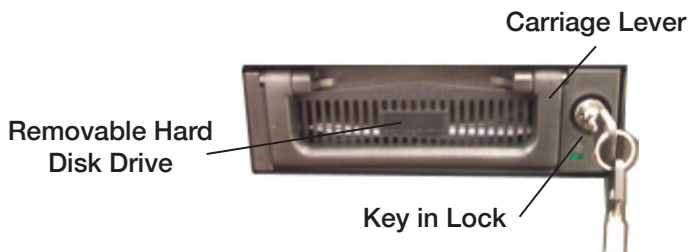
1:7 DVD/CD Copy Tower Pro HS

Note: Choose a Good Location

1. Allow adequate clearance for moving parts.
2. Do not place near heat sources such as radiators or air ducts, or in a place subject to direct sunlight, excessive dust, mechanical vibration or shock.
3. Good care will help assure maximum product life. Improper operating environment and misuse may void the warranty.

Introduction

Removable Hard Disk Drive



Your Copy Tower Pro HS is equipped with a removable hard disk drive (HDD) for storing images of frequently copied discs. Storing an image of a disc you want to copy on an HDD improves duplication speed, and adds the convenience of not having to look around for the actual source disc you want to copy.

Your removable HDD provides extra security, in that you can remove the drive containing the disc images and put it in a safe place where no unauthorized users can copy or view the data.

The removable HDD is located in the top bay in the 1:7 tower and in the bay directly under the controller in the 1:3. The removable HDD includes a keyed lock to protect the data on the drive from being misused or stolen. The HDD is used in the copy process as described in the following pages of this user guide.

Note: You can use the duplicator to copy directly from DVDs or CDs with or without the HDD. Just place your source disc in any of the DVDRW writers, then load the blank discs and press “Copy” and the duplicator will copy from your source disc.

Removable Hard Disk Drive - *continued*

To remove the HDD:

1. Unlock the HDD by inserting the key and turning it left (counterclockwise) 1/4 turn. The drive is now in the unlocked position.
2. Lift the HDD carriage lever upward and pull out. The HDD carriage will come out of the tower and a protective drive bay door will close.

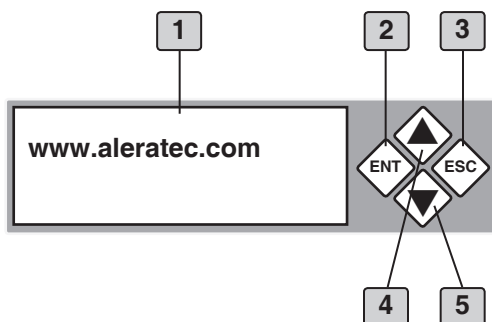
To replace the HDD:

1. Align the HDD carriage with the door opening and push the drive carriage through the protective drive bay door until you feel the drive seat in its connector.
2. Push the HDD carriage lever down, then insert your key and turn it 1/4 turn to the right (clockwise). The HDD is now in its locked position. You can remove the key.

Note: The HDD will not work unless it is secured in position with the carriage lever and locked with the key. Do not unlock the HDD during operation, as you will destroy any copies you are making.

Introduction

DVD/CD Copy Tower Pro HS Display Panel



- 1** Display shows all functions and messages
- 2** ENT button is used to execute a selected function
- 3** ESC button is used to cancel a selected function
- 4** UP arrow is used to scroll up through functions or menus
- 5** DOWN arrow is used to scroll down through functions or menus

Precautions

Before installing your DVD/CD Copy Tower Pro HS, please read the following.

Installation

Avoid placing the DVD/CD Copy Tower Pro HS in a location subject to:

- High humidity
- High temperature
- Excessive dust
- Mechanical vibration
- Direct sunlight
- Electromagnetic radiation

Power

This product has a manually switchable power supply. Make sure that the power supply is set to the proper voltage for your region.

Input Voltage Selection

There is a voltage selection switch on the back of the unit that can be set for input power of 115 VAC (the default setting) or 230 VAC. Be sure it is set correctly for the input voltage you will be using.

Operation

Do not move the DVD/CD Copy Tower Pro HS during operation. This may cause it to malfunction during operations.

Avoid exposing the duplicator to sudden changes in temperature as condensation may form on the lens inside the duplicator. Operating the duplicator immediately after a sudden increase in temperature may result in a malfunction during playback or writing operations.

Note: The DVD/CD Copy Tower Pro HS must never be cleaned with a lens cleaning kit!

Transportation

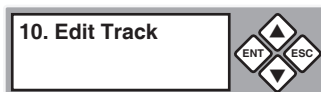
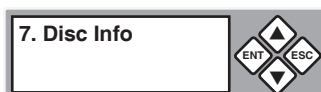
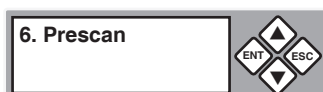
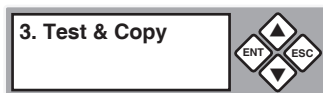
Keep the original packing materials for future moving or shipping of the DVD/CD Copy Tower Pro HS.

Overview

Main Menu

This section provides a listing of the functions on the DVD/CD Copy Tower Pro HS. Detailed descriptions of each function are given in the next section. The functions are numbered for easy reference; these numbers are also used in the next section.

There are 12 main menu items that will display in the DVD/CD Duplicator Display Panel. These are:



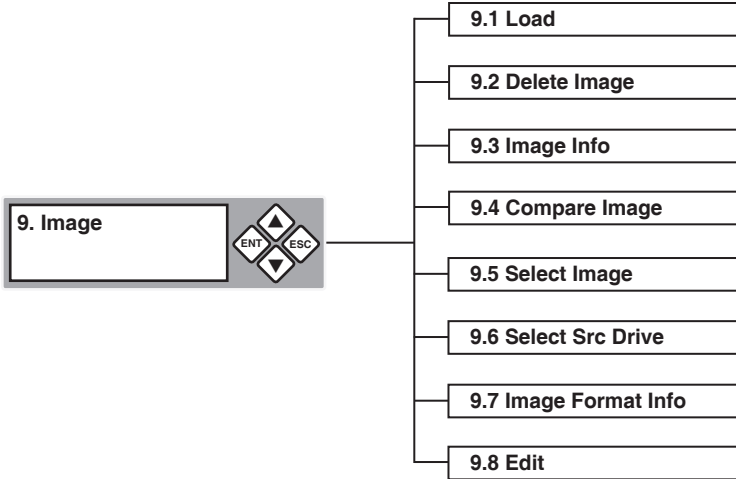
Note: Main Menu item "Image" (number 9) works only when a Hard Disk is connected.

Note: Main Menu items "Edit Track" (number 10) is for Audio disc only.

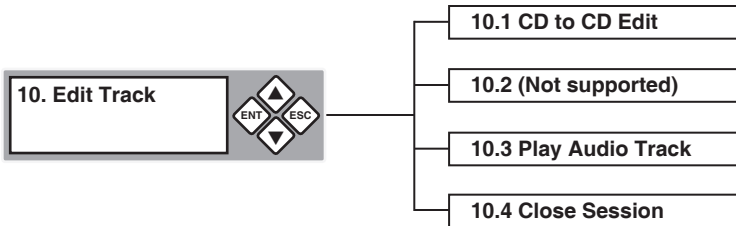
Overview

Subfunctions

The main menu “Image” function has 8 subfunctions. These are:

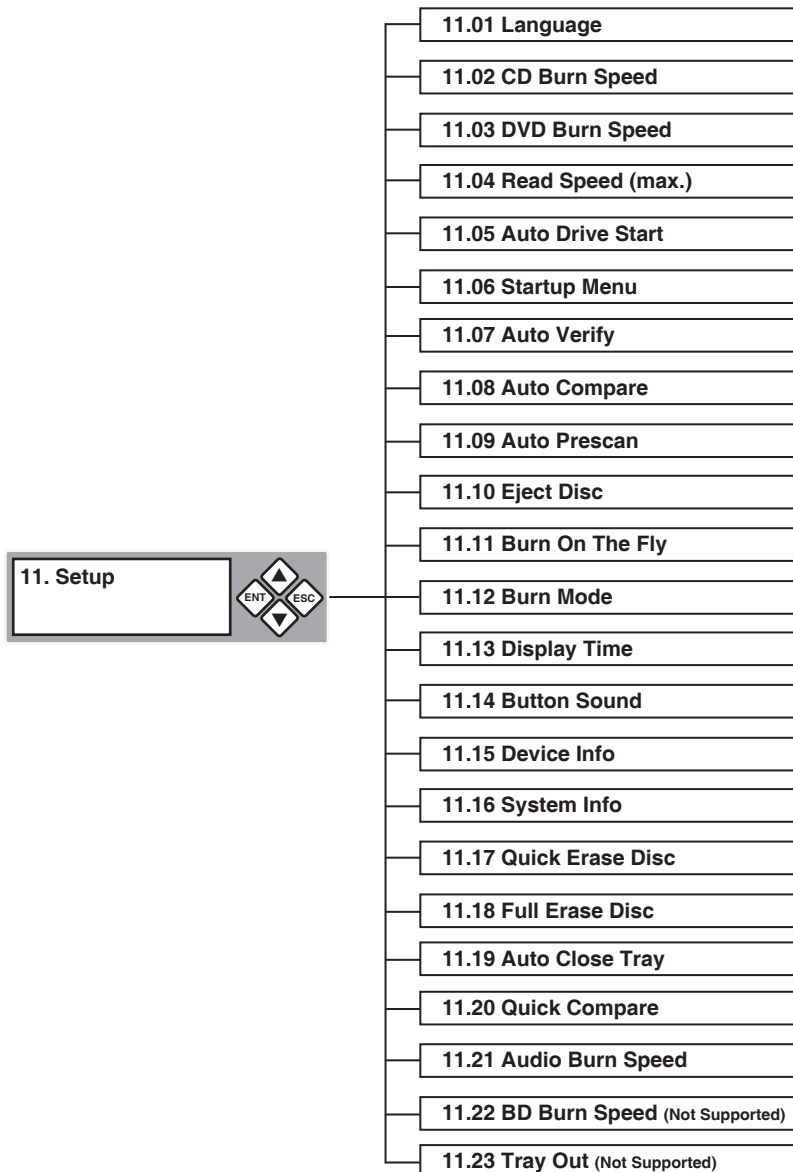


The main menu “Edit Track” function has 4 subfunctions. These are:



Overview

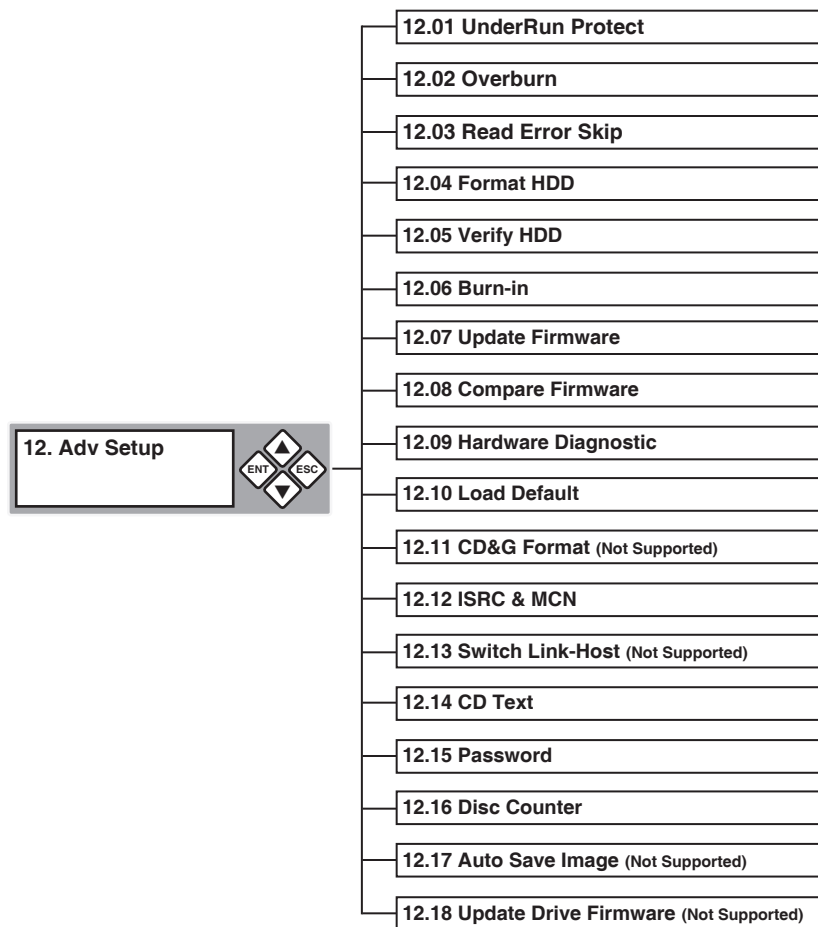
The main menu “Setup” function has 23 subfunctions. These are:



Overview

Subfunctions - *continued*

The main menu “Adv Setup” (Advanced Setup) function has 18 subfunctions. These are:



Note: Subfunction items “12.11 CD&G Format”, “12.13 Switch Link-Host”, “12.15 Password”, “12.17 Auto Save Image”, and “12.18 Update Drive Firmware” are not supported.

Using the DVD/CD Copy Tower Pro HS

Inserting Discs

1. Press the Eject button on each drive for which you'll be inserting a disc.
2. Place the disc in the tray. The printed (non-shiny) surface of the disc should be up.
3. To close the tray, press the Eject button or lightly push the front center of the tray.

Note:

- Never place two discs in the tray at the same time.
- Do not touch the surface of the disc where it has been recorded.

Ejecting Discs

Disc copies will Auto Eject upon completion of a successful copy. Discs can also be manually ejected from the drives.

1. Press the drive's Eject button.
2. Carefully lift the disc from the tray.
3. To close the tray, press the Eject button or lightly push the front center of the tray.

Note:

- After the tray has been ejected and the disc has been removed or placed onto the tray, make sure to close the tray to its original position to avoid the accumulation of dust or miscellaneous items inside the tray.
- In case of emergency, insert the straightened end of a large paper clip or similar rigid object into the Emergency Eject Pinhole to open the tray. Then gently pull the tray out.

Using the DVD/CD Copy Tower Pro HS

Power Up Sequence

During the normal powering up sequence the DVD/CD Copy Tower Pro HS will preform a self-test sequence.

Overview: Copies from Source DVD/CD

- Go to menu item 8 (Select Source) by pressing the arrow buttons; press **ENT** to select. You can scroll through the drives in your duplicator with the arrow keys. Press **ENT** to select any one of the DVD/CD recorders to be used as a reader for your source disc. Place your master/source disc in the recorder to be used as the reader. Press **ESC**.
- Go to menu item 1 (Copy) by pressing arrow buttons. Place blank media into the recorders to be used. After all recorders detect the blank DVD discs, press the **ENT** button to start copying.
- When Copy is completed, good disc copies will be ejected automatically.
- Failed discs will remain in the recorders and can be ejected manually. (Default setting: good discs will be ejected and failed discs are not ejected. This can be changed; see the Set Up section of this User Guide.)
- To manually eject discs, press the **ENT** button to eject any failed discs, or press the eject button on a recorder to eject a disc.
- For continuous duplication, reload blank discs into the recorders and repeat the procedure.

Overview: Loading Disc Images and Making Copies from the Hard Disk Drive

- Go to menu item 9 (Image) by pressing the arrow buttons; press **ENT** to select. You can scroll thru the Image functions with the arrow keys. When you get to “Image Src Drive”, press **ENT** to select any one of the DVD/CD recorders to be used as source disc. Place your master/source disc in the recorder to be used as the source to be copied to the hard drive. Press **ESC**.
- Scroll to “Load”, press **ENT** and the duplicator will load the image from the source drive to the hard drive in the partition of the hard drive selected. You can load a different DVD/CD image in each partition. (Complete description of “Image” functions will follow in this User Guide.)
- Go to menu item 8 (Select Source) by pressing the arrow buttons; press **ENT** to select. You can scroll thru the drives in your duplicator with the arrow keys. Press **ENT** to select HDD (Hard Disk Drive). Press **ESC**.
- Go to menu item 1 (Copy) by pressing arrow buttons. Place blank media into the recorders to be used. After all recorders detect the blank discs, press the **ENT** button to start copying.

Using the DVD/CD Copy Tower Pro HS

Main Menu

Functions are selected with the arrow keys. The numbers correspond to the Function listing in the previous section.

Copy

During the duplication process, data will be simultaneously written to all blank discs loaded in the DVD/CD Copy Tower Pro HS. For fast copy from source DVD/CD master disc, before starting the duplication process, please make sure the source disc is placed in one of the DVD Recorders. For copying from the Hard Drive, the source should be set to HDD.

1. Place blank discs into the DVD Recorders as needed; when the DVD Recorders detect the discs are present, press the **ENT** button, and the duplicator will start copying.



2. The LCD will display the status of the copying process.



3. When Copy is finished, discs which have passed will be ejected automatically and failed discs will remain in the DVD Recorders. Press the **ENT** button to eject any failed discs.



Note: DVD-RW discs which already contain data can also be used as blanks in the DVD/CD Copy Tower Pro HS. Any data stored on DVD-RW discs will be automatically erased before copying new data. Be sure you do not want data on DVD±RW discs inserted as blanks as any DVD±RW discs inserted in the DVD-Recorders to be used as blank media will automatically be erased, and then the content from the source DVD will be recorded on them.

Using the DVD/CD Copy Tower Pro HS

Main Menu

Test

This function is a test process that simulates data being written to the blank disc, without actually burning a DVD or CD. When the test process is complete, the discs will remain blank. For \pm RW discs that contain data, “Test” will quick erase all old data before simulation. Therefore, never perform “Test” on \pm RW discs that contain important data.

1. Press the **ENT** button to start the disc simulation, or press **ESC** to exit. Pressing **ESC** before the simulation is complete will not affect the disc and they will still remain blank.



2. For -RW discs that contain data, Test will perform a Quick Erase before the actual testing. Thus, never run Test on -RW discs that contain important data.



3. The LCD will display the status of the erasing and testing of the DVD.



4. When the process is completed, the LCD will display the status.



Using the DVD/CD Copy Tower Pro HS

Main Menu

Test & Copy

This function will run Test described above before automatically starting the Copy Function.

1. Press the **ENT** button to start the test and copy process. Before starting the Copy function, the Test function as described above will be performed.



2. When testing is completed, the duplicator will start writing data onto the DVD/CD-R/RW disc. When the process is completed, the LCD will display the status.



3. When the process is completed, the LCD will display the status.



Using the DVD/CD Copy Tower Pro HS

Main Menu

Verify

This will verify that the disc copies can be read correctly in a DVD-ROM after duplication. Leave the source disc in the DVD Recorder, and the duplicate discs in the DVD Recorders will be verified simultaneously.

1. Press the **ENT** button to start disc verifying, or press **ESC** to exit.



2. The LCD will display the status of the verification.



3. When the process is completed, the LCD will display the result.



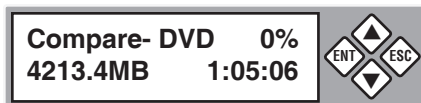
Using the DVD/CD Copy Tower Pro HS

Main Menu

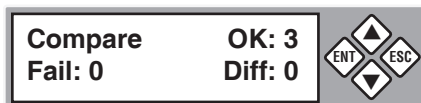
Compare

This function will compare the data on the source disc to the target discs after disc copy.

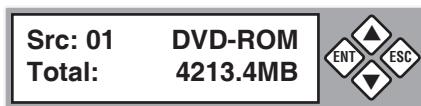
1. Press the **ENT** button to do the disc compare, or press **ESC** to exit. Press the **ENT** button again to show detailed “Compare” information. The LCD display shows information for the source.



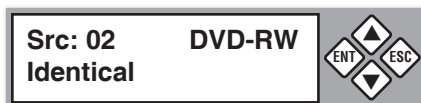
2. When the comparison is completed, the LCD will display the result.



3. Press **ENT** again for the status of each copy.



4. If the compare result is identical, the LCD will display the message shown.

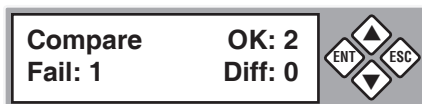


Using the DVD/CD Copy Tower Pro HS

Main Menu

Compare - *continued*

5. If the comparison fails, the LCD will display the number of discs that failed and passed.



6. Press the **ENT** button again for the status of each copy. If the comparison fails, the LCD will display the reason for the failure.



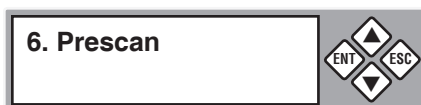
Using the DVD/CD Copy Tower Pro HS

Main Menu

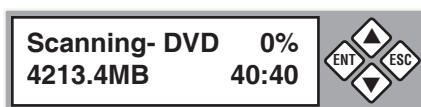
Prescan

The function will scan the source disc and determine if it can be read correctly and test the reading speed. The reading speed of source disc should be higher than the writing speed for the target disc(s).

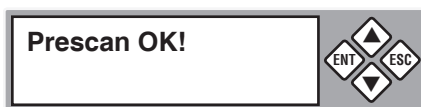
1. Press the **ENT** button to prescan the disc, or press **ESC** to exit.



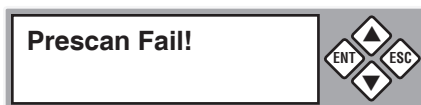
2. The LCD will display the status of the prescan.



3. If a disc can be read correctly, the LCD will display OK.



4. If it cannot read the source disc correctly, the LCD will display FAIL. A FAIL disc cannot be copied.



Using the DVD/CD Copy Tower Pro HS

Main Menu

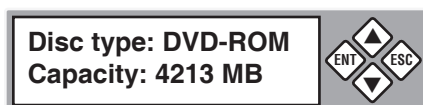
Disc Info

This function will show the track information of the source disc.

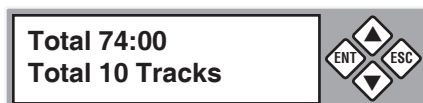
1. Press the **ENT** button to show the disc information, or press **ESC** to exit.



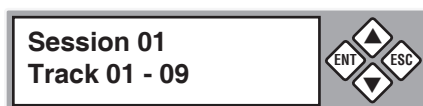
2. DVD display (or) CD display



3. Press the **ENT** button again and the LCD will display the time and capacity of the source disc.



4. Press the **ENT** button again, and use the arrow keys to display information on the sessions.



5. Press the **ENT** button again, and use the arrow keys to display information on the tracks.



Using the DVD/CD Copy Tower Pro HS

Main Menu

Select Source

Select Source will change the drive position for the master/source disc or disk. The source can be selected from DVD Recorders or HDD (Hard Disk Drive).

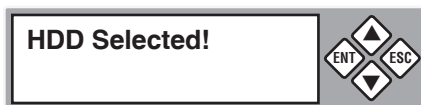
1. Press the **ENT** button and arrow button to select the source, or press **ESC** to exit.



2. Use the arrow keys to select HDD or DVD Recorder as source drive.



3. When the source is selected, press the **ENT** button again.

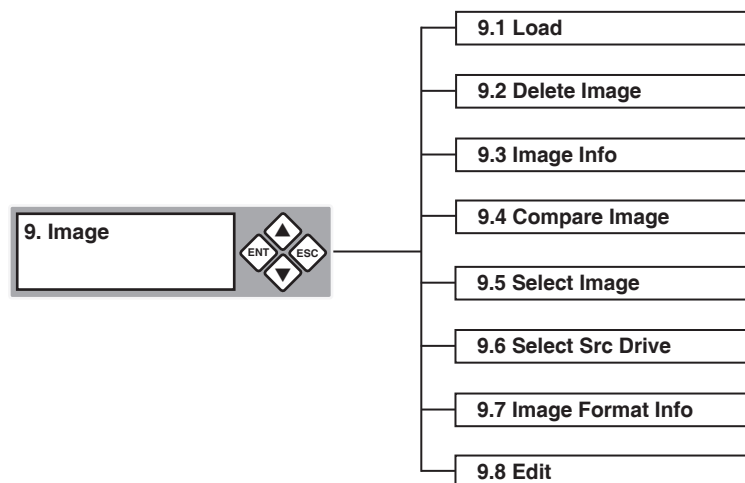


Using the DVD/CD Copy Tower Pro HS

Main Menu

Image

This function includes 8 subfunctions. These are:



Using the DVD/CD Copy Tower Pro HS

Main Menu

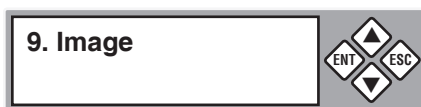
Image

This function deals with loading data onto the hard disc, called an image file.

9.1 Load

To load the image file to the Hard Drive, follow this procedure:

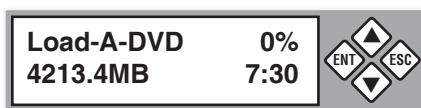
1. Press **ENT** to enter Image mode, or press **ESC** to exit.



2. Press **ENT** to load.



3. The LCD shows loading information.



4. After the image file is successfully loaded, the LCD shows the results.



5. If there is an image file in the current partition, the system will ask you whether to overwrite it or not. Use arrow keys to confirm **YES** or **NO**.



Using the DVD/CD Copy Tower Pro HS

Main Menu

Image - *continued*

9.2 Delete Image

If you want to empty an image file stored in a particular partition, you can use the function Delete Image to do so.

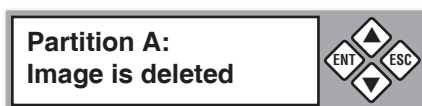
1. Select the function by pressing the **DOWN** arrow.



2. The system will ask if you are sure you wish to delete. Use the **UP** or **DOWN** arrow to confirm **YES** or **NO**.



3. After the image file is deleted, the LCD will display the result as shown.

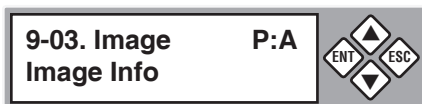


Using the DVD/CD Copy Tower Pro HS

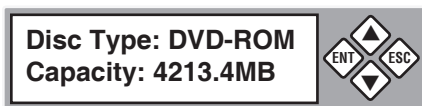
9.3 Image Info

This function shows the basic information about an image file stored in a particular partition.

1. Select the function by pressing the **DOWN** arrow.



2. Press ENT, and the LCD will display the information about the image file.



Using the DVD/CD Copy Tower Pro HS

Main Menu

Image - *continued*

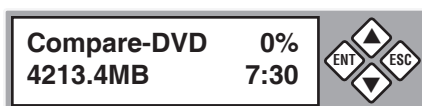
9.4 Compare Image

This function will compare the contents of the source DVD with the image file in the partition.

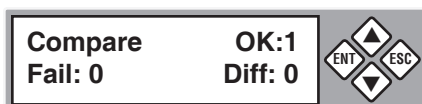
1. Select the function by pressing the **DOWN** arrow.



2. Press **ENT**, and the LCD will display the comparison information as shown.



3. When the comparison comes to an end, the LCD will display the results as shown.



4. Press **ENT** to see the details of source 1 as shown here.



Using the DVD/CD Copy Tower Pro HS

5. Press **ENT** to see the details of source 2. If the comparison is identical, the LCD will display the message as shown.



6. If the comparison fails, the LCD will show the failure. By pressing **ENT** twice, the LCD will display the contents of source 1 and those of source 2 do not match as shown.



Using the DVD/CD Copy Tower Pro HS

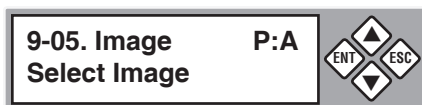
Main Menu

Image - *continued*

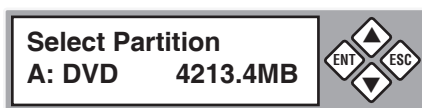
9.5 Select Image

This function is used to select a partition on the Hard Disc.

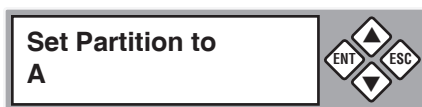
1. Select the function by pressing the **DOWN** arrow.



2. After installing a hard disc, your copy controller will format it automatically. Each partition occupies 5GB. The number of partitions is dependent on the drive's capacity. The partitions are designated alphabetically in sequence. Select a partition by pressing the **UP** and **DOWN** arrows, and the LCD will display the message as shown.



3. After the partition is selected, the LCD will display the results as shown.



Using the DVD/CD Copy Tower Pro HS

9.6 Select Src Drive

This function selects any of the DVD-Recorders as the source from which you can load data into a particular partition as an image file.

1. Select the function by pressing the **DOWN** arrow.



2. Then, use the **UP** and **DOWN** arrows to select any of the DVD-Recorders as the source.



3. After selecting the source, you can press **ENT** and the LCD will display the message showing the source.



Using the DVD/CD Copy Tower Pro HS

Main Menu

Image - *continued*

9.7 Image Format Info

This function lets you see how you have formatted your hard drive. It is related to function 13.4 Format HDD. There are three choices of format: CD, DVD, and DL (double layer).

1. Select the function by pressing the **DOWN** arrow. Then, use the **UP** and **DOWN** arrows to select any of the DVD-Recorders.



2. Press **ENT** to see the display shown here. This display shows that the hard drive has been formatted as DVD.



3. If your hard drive is a new one and has not been formatted yet, the display will be as shown after powering on.



4. Press **ENT** to confirm **YES**, and you will see the display shown. At this point you can use the **UP** or **DOWN** arrows to select CD or DL. Then press **ENT** to format the hard drive.

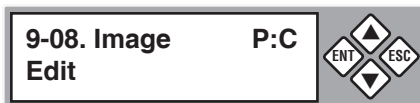


Using the DVD/CD Copy Tower Pro HS

9.8 Edit

This function lets you name your partitions. Only when the partition contains an image can title editing be valid.

1. Select the function by pressing the **DOWN** arrow. Press **ENT**.



2. Now you can use the arrow keys to enter numbers (first sequence) or letters (second sequence). The title should be composed of 1 to 13 characters (characters can be A, B, C, etc., or 1, 2, 3, etc., or any combination of both). After keying in the title, press **ENT**.



3. Sub1 Title lets you key in a subtitle 1. You can press **ENT** again to key in a subtitle 2.



4. When title editing is completed, you will see the display at left.



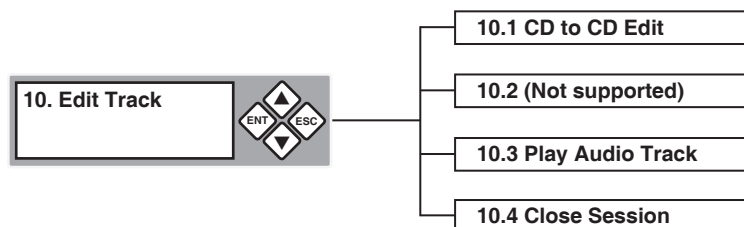
Using the DVD/CD Copy Tower Pro HS

Main Menu

Edit Track

Edit Track is a function that allows you to create your own audio compilation CDs. Several tracks can be selected from different CDs and copied to one or more blank CDs. When copying audio CDs, it is highly recommended to copy at a speed of 16x or lower to ensure good quality audio reproduction. Go to “Setup” and then “Burning Speed” to change copy speed before selecting tracks.

This function includes 4 subfunctions. These are:



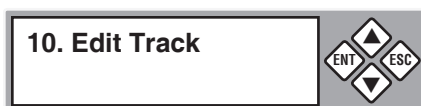
Using the DVD/CD Copy Tower Pro HS

Main Menu

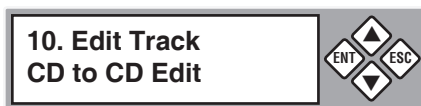
Edit Track

10.1 CD to CD Edit

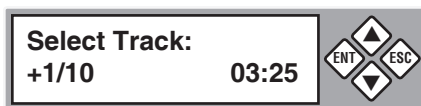
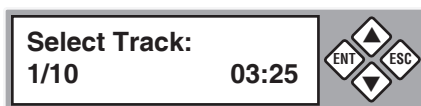
1. Insert a Source CD into one of the DVD Recorders and the number of blanks you want to record in the DVD Recorders.
2. Use **UP** Arrow or **DOWN** Arrow to scroll through the menu until “Edit Track” is displayed on the LCD screen. Press the **ENT** button to select or press **ESC** to go to the next setting.)



3. Select “CD to CD Edit” displayed on the LCD screen.



4. Press **ENT** and scroll to “Select Track” to select the track you want to copy. Press the **ENT** button to select the track, a “+” will appear by the track selected. Pressing the **ENT** button again will cancel the selection.

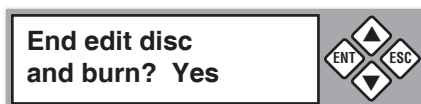
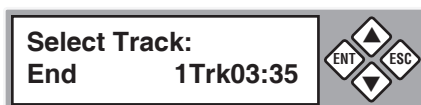


Using the DVD/CD Copy Tower Pro HS

Main Menu

Edit Track - *continued*

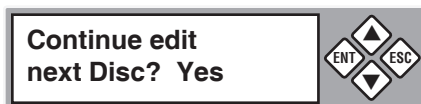
- Repeat for all tracks you want to copy. Then use the arrow keys to move to **END**, then press the **ENT** button to finish disc editing. Use the arrow keys to make **YES** or **NO** selection. Select **YES** by pressing the **ENT** button.



- The LCD will display the status of the copying process. At the completion of the copying process, the LCD will display the "Burn Complete!" message. Press the **ENT** button to continue to step 7.



- The system will display: "Continue Edit", "Next Disc? Yes". Use the arrow keys to make **YES** or **NO** selection. To continue, select **YES** to select tracks from the next disc. Repeat steps 1 - 7 above. If yes is selected, the source disc will be ejected. Insert another audio disc to be edited.



Using the DVD/CD Copy Tower Pro HS

8. When you have finished and the display shows: “Continue Edit”, Next Disc? Yes”, use the arrow keys to make **YES** or **NO** selection. Select **NO**.



9. The system will ask to close the disc session. “Close all disc’s session? Yes”. Use the arrow keys to make **YES** or **NO** selection. Select **YES**.



10. LCD display will show the process of closing the session: “Closing Session Please Wait —”.



Note: You will NOT be able to use the new audio CD until you close the session.

11. When the session is closed, this message will be displayed.



Using the DVD/CD Copy Tower Pro HS

Main Menu

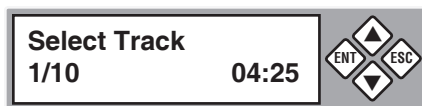
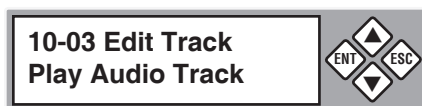
Edit Track - *continued*

10.2 (Not supported)

10.3 Play Audio Track (CDs Only)

By selecting “Play Audio” you can play music with your DVD/CD Copy Tower Pro. You can connect speakers to the headphone jack on any drive.

1. Load the CD you want to play in that drive and press the **ENT** button to play music. Press **ESC** to index to the next setting.

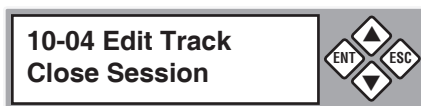


Using the DVD/CD Copy Tower Pro HS

10.4 Close Session (CDs Only)

Selecting “Close Session” will finalize the CD; no further data can be added. This function will make the disc readable on a normal CD player.

1. Press the **ENT** button to enter the setting, or press **ESC** to index to the next setting.



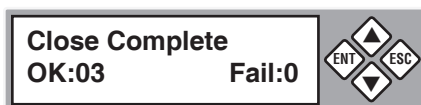
2. The system will ask to close the disc session. “Close all disc’s session? Yes”. Use the arrow keys to make **YES** or **NO** selection. Select **YES**.



3. LCD display will show the process of closing the session: “Closing Session Please Wait ---”.



4. When the session is closed, this message will show the passed and failed discs.



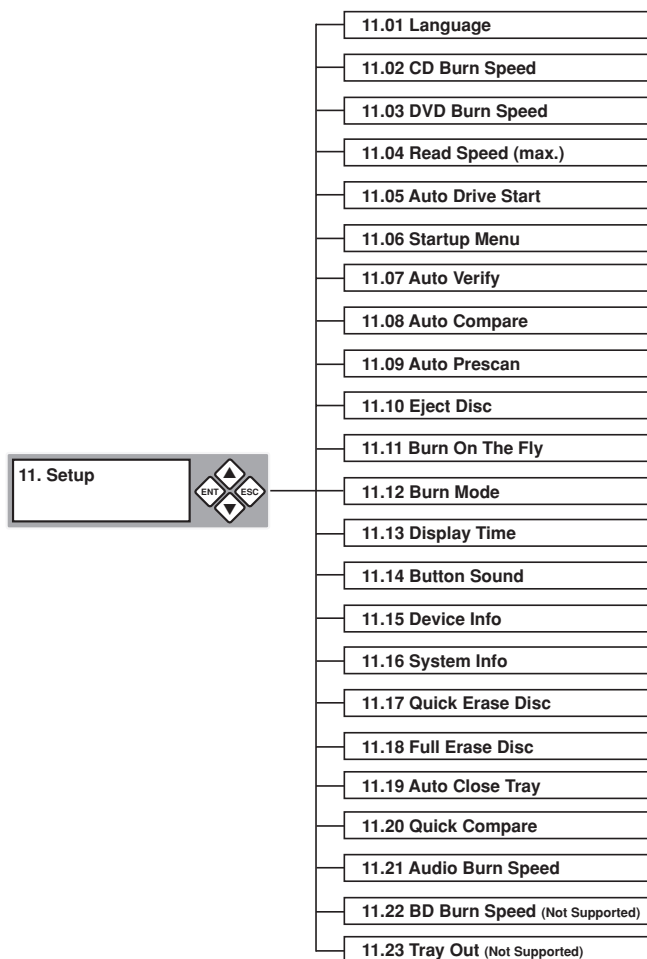
Using the DVD/CD Copy Tower Pro HS

Main Menu

Setup

You can change the original default settings using this setup menu. There are different settings to control the duplicator's operation. In general, using the original default settings for optimal performance is suggested.

This function includes 23 subfunctions. These are:



Using the DVD/CD Copy Tower Pro HS

Main Menu

Setup

11.01 Language (Optional)

This function selects the language shown on the display (English, Traditional Chinese, Simplified Chinese, and Japanese).

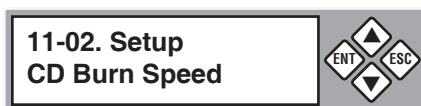
1. To select, press the **ENT** button, or **ESC** to exit.



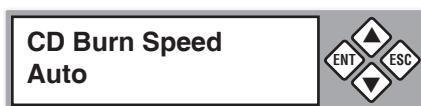
11.02 CD Burn Speed

This setting controls the writing speed of the DVD Recorders when burning CDs. The default setting is "Auto", which will use the highest writing speed of the recorders for the blank media being used. Sometimes "Maximum" writing speed causes a high failure rate due to poor CD quality or unstable CD writing due to high speed. Lowering the writing speed will increase the probability of making successful copies.

1. Press the **ENT** button to change the setting, or **ESC** to exit.



2. Use the arrow buttons to select the desired speed, then press the **ENT** button.



Using the DVD/CD Copy Tower Pro HS

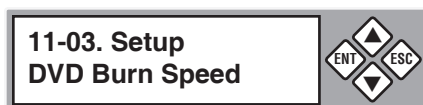
Main Menu

Setup - *continued*

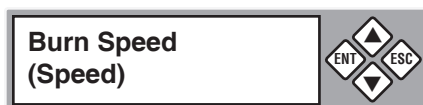
11.03 DVD Burn Speed

This setting controls the writing speed of the DVD Recorders when burning DVDs. The default setting is “Auto”, which will use the highest writing speed of the recorders for the blank media being used. Sometimes “Maximum” writing speed causes a high failure rate due to poor DVD quality or unstable DVD writing due to high speed. Lowering the writing speed will increase the probability of making successful copies.

1. Press the **ENT** button to change the setting, or **ESC** to exit.



2. Use the arrow buttons to select the desired speed, then press the **ENT** button.



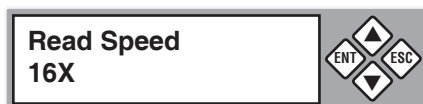
11.04 Read Speed

This function sets the reading speed of the source DVD Recorder.

1. Press the **ENT** button to change the setting, or **ESC** to exit.



2. Use the arrow buttons to select the desired reading speed, then press the **ENT** button.

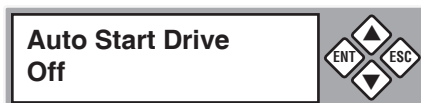


Using the DVD/CD Copy Tower Pro HS

11.05 Auto Start Drive

The function of the Auto Start Drive is to copy or test automatically once blank DVDs are loaded into the DVD recorders.

1. Default setting is **OFF**. Press **ENT** button to change, or **ESC** to exit.



11.06 Startup Menu

This function selects the menu item that will be the first item shown on the display when you turn on the duplicator. The default setting is Copy.

1. Use the arrow buttons to select the desired item (1 - 11), then press the **ENT** button.



Using the DVD/CD Copy Tower Pro HS

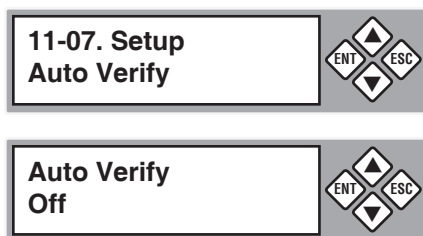
Main Menu

Setup - *continued*

11.07 Auto Verify

This setting controls auto verify on the target discs.

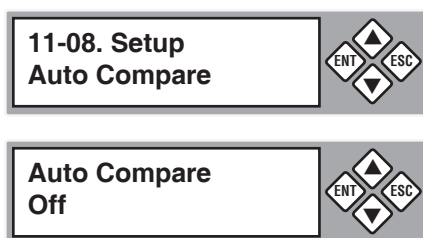
1. Default setting is **OFF**; press the **ENT** button to change, or **ESC** to exit.



11.08 Auto Compare

This setting controls auto compare of data between source and target discs after copying.

1. Default setting is **OFF**; press the **ENT** button to change, or **ESC** to exit.

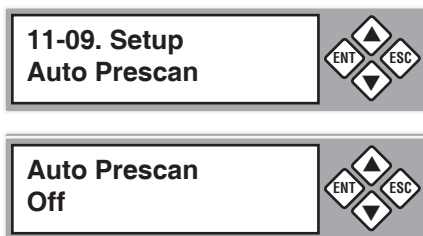


Using the DVD/CD Copy Tower Pro HS

11.09 Auto Prescan

This setting controls auto prescan of the master to verify that it can be read properly, and also tests the reading speed.

1. Default setting is **OFF**; press the **ENT** button to change, or **ESC** to exit.



Using the DVD/CD Copy Tower Pro HS

Main Menu

Setup - *continued*

11.10 Eject Disc

This setting controls the ejection of discs by the DVD Recorders. Three options are available: “Eject Good Only”, “Eject All Disc”, and “Do Not Eject”.

1. “Eject Good Only” (default setting) will only eject the passed disc automatically and leave a failed disc in the DVD Recorders.



2. “Eject All Disc” will eject the disc, whether it has passed or failed.



3. If you select “Do Not Eject”, the disc will remain in the DVD Recorders when the job is done and you will have to eject the disc from the DVD Recorders manually. Press the **ENT** button to change the setting, or **ESC** to exit.

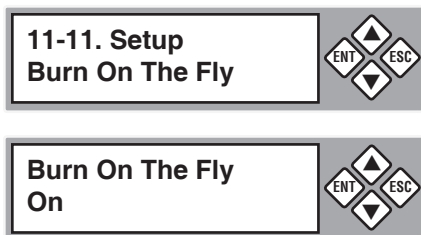


Using the DVD/CD Copy Tower Pro HS

11.11 Burn On The Fly

This setting should always be **ON**. Data will copy directly from the source drive to the target drives.

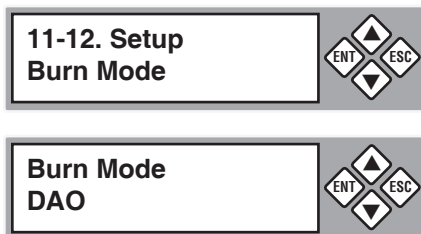
1. Default setting is **ON**; press the **ENT** button to change, or **ESC** to exit.



11.12 Burn Mode

This setting is for CDs only, and controls the writing modes of the disc, including “Disc At Once” (DAO) or “Track At Once” (TAO).

1. Default setting is “DAO”. Press the **ENT** button to change, or **ESC** to exit.



Using the DVD/CD Copy Tower Pro HS

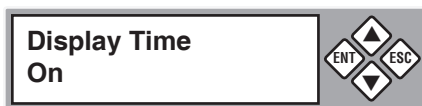
Main Menu

Setup - *continued*

11.13 Display Time

This setting controls the time display.

1. Default setting is **ON**; press the **ENT** button to change, or **ESC** to exit.



11.14 Button Sound

This setting controls the button sound.

1. Default setting is **ON**; press the **ENT** button to change, or **ESC** to exit.



Using the DVD/CD Copy Tower Pro HS

11.15 Device Info

This function will show information on the display.

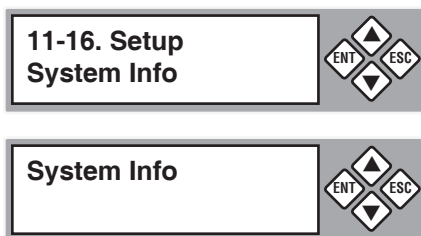
1. Press the **ENT** button to see Device Information, using the **UP** and **DOWN** arrows to scroll through the devices, or **ESC** to exit.



11.16 System Info

This function will show the system information on the display.

1. Press the **ENT** button to see the system information, or **ESC** to exit.



Using the DVD/CD Copy Tower Pro HS

Main Menu

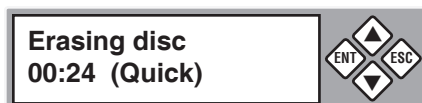
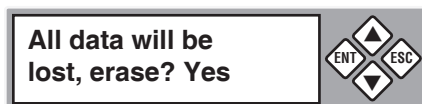
Setup - *continued*

11.17 Quick Erase Disc

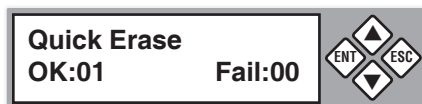
This function is used for quickly erasing discs.

Note: The Quick Erase Disc simply deletes the directory track, rather than deleting all the data from the disc (contrast this with Full Erase Disc).

1. Press the **ENT** button to enter Quick Erase Disc, or **ESC** to exit. Use the arrow keys to select **YES** or **NO**, and then press the **ENT** button to execute, **ESC** to go back.



2. When the process is finished the display will show the status.

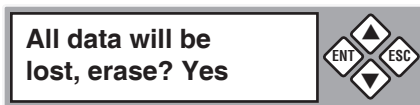


11.18 Full Erase Disc

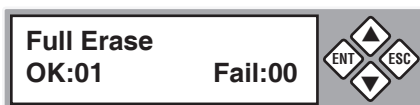
This function is similar to the [Quick Erase Disc], except it removes all the data from the disc. The more data on the disc, the longer time it takes to erase the disc.

1. Press the **ENT** button to enter Full Erase Disc, or **ESC** to exit. Use the arrow keys to select **YES** or **NO** and then press the **ENT** button to execute, **ESC** to go back.

Using the DVD/CD Copy Tower Pro HS



2. When the process is finished the display will show the status.



11.19 Auto Close Tray

When copying is completed, the tray of the DVD Recorder(s) will open so the copy may be removed. This command allows setting the time delay before the tray (of each DVD Recorder) will close.

1. Press the **ENT** button to enter choices selectable with the **UP** and **DOWN** arrows. Available time delays are 5, 10, 15, 20, 25, 30, 35, 40, 45, or 50 seconds.



Using the DVD/CD Copy Tower Pro HS

Main Menu

Setup - *continued*

11.20 Quick Compare

Quick Compare lets you set a certain byte. When the error of a target DVD is within the set byte, the comparison between the source DVD and the target DVD will stop. The comparison of the other 6 target DVDs will continue.

1. Press the **ENT** button and the **DOWN** arrow to enter the following figure.



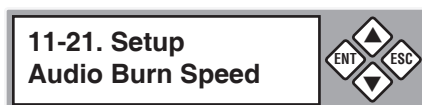
2. Press the **ENT** button to enter the following figure. The default is **OFF**. Available selectable choices with the **UP** and **DOWN** arrows are 100MBytes, 10MBytes, 1MByte, 100KBytes, 10KBytes, 1KByte, 1Byte.



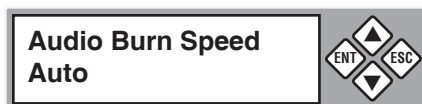
11.21 Audio Burn Speed

Audio Burn Speed lets you control the burning speed of audio CDs.

1. Press the **ENT** button and the **DOWN** arrow to enter the following figure.



2. Press the **ENT** button to enter the following figure. The default is **Auto**. Available selectable choices with the **UP** and **DOWN** arrows are 48x, 40x, 32x, 24x, 20x, and 16x. Aleratec recommends a burn speed of 16x for highest quality audio reproduction.



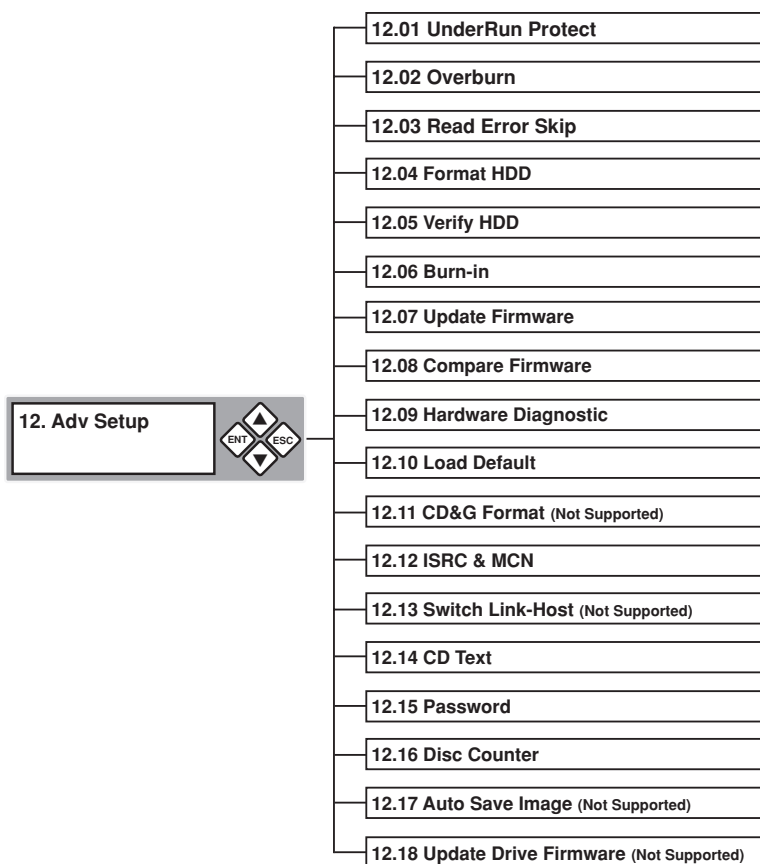
Using the DVD/CD Copy Tower Pro HS

Main Menu

Advanced Setup

Some advanced setup functions allows users to change the system configuration. Modification should only be made when you are fully familiar with all the functions. To enter this function, press and hold the **ESC** button for about 2 seconds.

The main menu “Adv Setup” (Advanced Setup) function has 18 subfunctions. These are:



Using the DVD/CD Copy Tower Pro HS

Main Menu

Advanced Setup - *continued*

12.01 UnderRun Protect

This setting turns Buffer Under Run Protection (also known as “Burn Proof”, “SafeBurn”, “JustLink”, “Seamless Link”, etc.) **ON** or **OFF**.

1. Default setting is **ON**; press the **ENT** button to change, or **ESC** to exit.



12.02 Overburn (CDs Only)

This function will allow you to burn a few MB more than the standard capacity of the target Audio CD (e.g. 75 minutes of recording time vs. 74 minutes).

You can activate the overburn function of the DVD/CD-Recorder through this setting.

1. Default setting is **OFF**; press the **ENT** button to change, or **ESC** to exit.

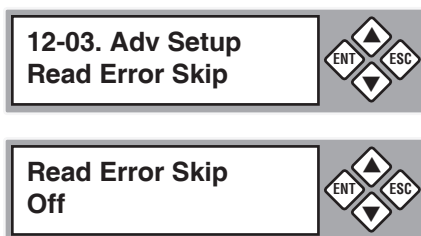


Using the DVD/CD Copy Tower Pro HS

12.03 Read Error Skip

You can set error skipping function while reading discs with errors. The default setting is **OFF**. If an error is detected during source loading, the duplicator will stop loading and display the error message. If the setting is **ON**, there will be no message shown even if there is an error in reading. You can use this function to copy some DVDs with errors.

1. Press the **ENT** button to change, or **ESC** to exit.



Using the DVD/CD Copy Tower Pro HS

Main Menu

Advanced Setup - *continued*

12.04 Format HDD

This function formats the Hard Disk Drive. Before formatting, all data on the hard disk will be deleted.

1. Press the **ENT** button to change, or **ESC** to exit.



2. Use the **UP** and **DOWN** arrows to select DVD, CD, or DL. In "DVD", a partition occupies 5GB, in "CD" 1 GB, and in "DL" 10 GB. If you format once more, the old data will be lost.



3. If the controller cannot detect or connect with a hard disk, the display will be as shown here.



Using the DVD/CD Copy Tower Pro HS

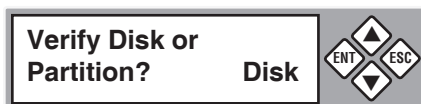
12.05 Verify HDD

This function checks to verify that the Hard Disk Drive or its partitions can work properly.

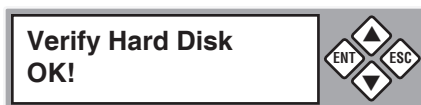
1. Press the **ENT** button to change, or **ESC** to exit.



2. Use the **UP** and **DOWN** arrows to select Disk or Partition.



3. Press **ENT** to verify. After verification, the display will be as shown.



Using the DVD/CD Copy Tower Pro HS

Main Menu

Advanced Setup - *continued*

12.06 Burn-in

Burn-in is a test function. You can set up to test continuously or for a specified number of cycles.

1. Load the source disc in one of the DVD Recorders and blank media in one or more of the other DVD Recorders. The copy process will be simulated, but data will not be written to the target discs.
2. Go to Burn In and press the **ENT** button to enter. You can select Test to simulate duplication of CDs/DVDs or Erase and Copy to test CD-RW or DVD±RW erase and write. Use the arrow key to select Continuous or the number of test cycles you want to run. Press the **ENT** button to start the test, or **ESC** to go back to manual operation.



3. Select "Erase&Copy" to test erasing and rewriting to CD-RW or DVD±RW discs only.

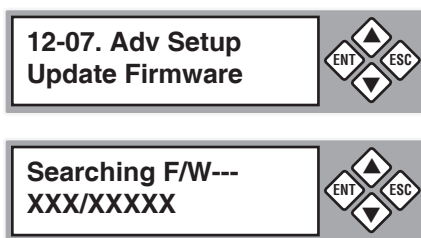


Using the DVD/CD Copy Tower Pro HS

12.07 Update Firmware

This function is to update your firmware.

1. Make sure there are no discs in the system. Insert the disc with the firmware into one of the DVD Recorders. Press **ENT** to update. Display will ask if you want to update. Select **YES**, then press the **ENT** button. Do not turn the power off until the update finishes and the machine resets to COPY.
2. Press **ENT** to update. Display will ask if you want to update. Select **YES**, then press the **ENT** button. Do not turn the power off until the update finishes and the machine resets to COPY.



Procedure to make the Firmware disc:

- a. Get the latest firmware download from the Aleratec website at www.aleratec.com.

Note: Be careful to download the correct firmware; if incorrect firmware is used the duplicator will not function

- b. Unzip the firmware and write the file "cdxxx.bin" to a blank disc. The Session of the disc has to be closed.

Using the DVD/CD Copy Tower Pro HS

Main Menu

Advanced Setup - *continued*

12.08 Compare Firmware

This function compares the current version firmware with the latest version when the firmware disc is placed into one of the DVD Recorders.

1. Place the disc that contains the latest firmware data into the DVD/CD-ROM.

**12-08. Adv Setup
Compare Firmware**



12.09 Hardware Diagnostic

This function will detect the devices connected to the duplicator's controller and display information on the hardware.

1. Move to Hardware Diagnostic with the arrow keys and press the **ENT** button to enter.

**12-09. Adv Setup
H/W Diagnostic**



2. The display will prompt you first for the button test. Follow the instructions on the display to test each button.

**↑↓ Enter ESC
Hold ESC to Exit**



3. After the button function test, the system will self test and then display Test Finished.

Test Finished

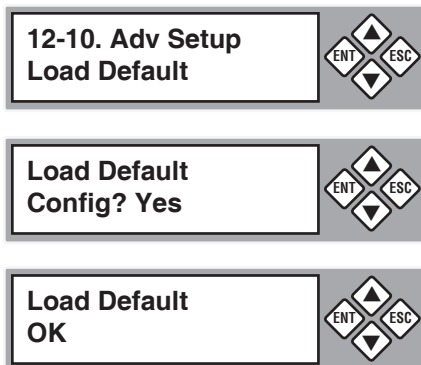


Using the DVD/CD Copy Tower Pro HS

12.10 Load Default

This function resets the Duplicator's settings back to their factory default values.

1. By pressing the **ENT** button, the duplicator will be reset to its factory default settings.



12.11 CD+G (Not supported)

12.12 ISRC & MCN

This function supports copying ISRC and MCN formats.

1. Default setting is **OFF**; press the **ENT** button to change, or **ESC** to exit.



2. Press the **DOWN** arrow to select **ON**.



Using the DVD/CD Copy Tower Pro HS

Main Menu

Advanced Setup - *continued*

12.13 Switch Link-Host (Not supported)

12.14 CD-Text

This function allows you to enter CD-Text. CD-Text is a kind of copying format that copies text that can be viewed by players that support this feature.

1. Press **ESC** and the **DOWN** arrow to enter CD-Text mode. Then press **ENT** to enter the CD Text selection.



2. The default is **OFF**. Press the **DOWN** arrow to select **ON**.



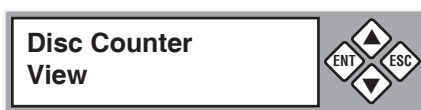
12.15 Password (Not supported)

Using the DVD/CD Copy Tower Pro HS

12.16 Disc Counter

The disc counter can be set to count discs for each job. The LF counter shows the total number of discs produced in the life of the duplicator and cannot be reset.

1. Press the **ENT** button to change, or **ESC** to exit.



2. Press **ENT**. LF in the display means Life. It records the number of discs you have copied. This record cannot be deleted or reset.



3. Press the **DOWN** arrow. JB in the display below means Job; that is, each individual copying task. It records the number of discs you have copied, and it can be deleted when the job is finished.



4. Press the **DOWN** arrow. This display shows the recording in each DVD writer, in this case DVD writer 2. You can press the arrow keys to see the records for other writers. These records can be deleted to clear the counters.



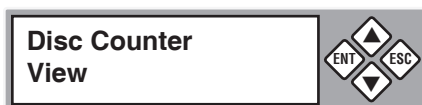
Using the DVD/CD Copy Tower Pro HS

Main Menu

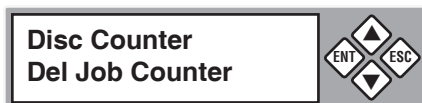
Advanced Setup - *continued*

12.16 Disc Counter

- Now press the **UP** arrow to return to the record of the job. Then press **ENT** to return to the display below.



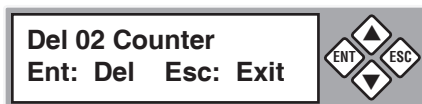
- Press the **DOWN** arrow to enter the display below to delete the record for the job. Use the arrow keys to confirm **YES** or **NO**.



- Press the **DOWN** arrow again to enter the display at below. Dev means Device (DVD writer) counter.



- Press **ENT** to enter the display below. Press **ENT** to delete the record, or press **ESC** not to delete. You can use the arrow keys to select another writer.



12.17 Auto Save Image (Not supported)

12.18 Update Drive Firmware (Not supported)

Specifications

Components	<ul style="list-style-type: none"> • Removable Hard Disk Drive • Build-in Duplicator Controller • Three DVD/CD Recorders (1:3 DVD/CD Copy Tower Pro HS) • Seven DVD/CD Recorders (1:7 DVD/CD Copy Tower Pro HS)
Loading Mechanisms	<ul style="list-style-type: none"> • Tray
Supported Media Types	<ul style="list-style-type: none"> • DVD-R • DVD+R • DVD-RW • DVD+RW • DVD-RAM • DVD-ROM • CD-R • CD-RW • CD-ROM
Supported Formats	<ul style="list-style-type: none"> • All popular CD and DVD formats
Recording Modes	<ul style="list-style-type: none"> • Disk-at-Once • Track-at-Once (CD only)
Copy Speed	<ul style="list-style-type: none"> • Selectable Maximum Speed
Power Requirements	<ul style="list-style-type: none"> • 90 - 240 VAC, 50/60 Hz, Switchable
Dimensions (height x width x depth)	<ul style="list-style-type: none"> • 1:3 DVD/CD Copy Tower Pro HS: 26.5 x 18.5 x 40 cm • 1:7 DVD/CD Copy Tower Pro HS: 43.5 x 18.5 x 45.5 cm
Weight	<ul style="list-style-type: none"> • 1:3 DVD/CD Copy Tower Pro HS: 10.2 kg • 1:7 DVD/CD Copy Tower Pro HS: 20.5 kg
Warranty	<ul style="list-style-type: none"> • Limited 1 Year Parts and Labor

Troubleshooting

If the DVD/CD Copy Tower HS is not performing as expected, refer to the symptoms in the following table, and follow the suggested corrective action.

Symptom	Corrective Action
Fail (an issue was encountered during the operation)	<ul style="list-style-type: none"> • Fail messages are usually caused by a problem recording onto the blank media. • Errors are more likely to occur with poor quality media; store brands, generic or bargain brands should be avoided. • Reduce the speed at which the duplicator records using the CD Burn Speed and/or DVD Burn Speed option in the Setup menu. • A firmware update may be available to improve media compatibility; please contact Aleratec Technical Support for assistance.
Source Disc Empty (the source disc does not contain any data)	<ul style="list-style-type: none"> • Verify that the disc you wish to copy contains the appropriate data. • The tray currently set as “source” ejects, which by default, should be the top tray. If a different tray opens, the Select Source setting must be adjusted.
Source Drive Not Ready (the duplicator did not detect a disc to copy)	<ul style="list-style-type: none"> • Check that the disc you wish to copy is inserted correctly, with the data (shiny) side facing down. • Verify that the disc you wish to copy can be read by another device, for example a personal computer. • Change to a different source disc and try the operation again.
Source Drive Read Disc Error (the disc you wish to copy may contain errors or copy protection)	<ul style="list-style-type: none"> • Remove the source disc and inspect the data side for scratches, scrapes, smudges or other contaminants. • Most commercially produced DVDs are protected and cannot be copied. • Prior to any copy attempt, use Prescan to determine if a particular disc can be read correctly by the duplicator.

Troubleshooting

Symptom	Corrective Action
Target Overflow (the amount of data on the disc you wish to copy exceeds the capacity of the blank media)	<ul style="list-style-type: none"> • Use the Disc Info option to determine the type of disc the source is, and its capacity (listed in MB). • To copy CDs that have slightly more information than the normal empty capacity, the Overburn option must be enabled from Advanced Setup menu. • A dual- (double-) layer disc would be required to copy a DVD containing more than 4,500 MB of data. These discs have room for about twice the amount of a standard recordable DVD, about 8.5 GB.
Target Drive Not Ready (the duplicator was unable to detect blank disc(s) of the correct type)	<ul style="list-style-type: none"> • The disc(s) you wish to copy onto may already have some data recorded. • Press the power switch to turn the duplicator off. Wait for about ten seconds, then power on and attempt the operation again. • Check that the disc(s) you wish to copy onto are inserted correctly, with the data (shiny) side facing down. • A CD cannot be copied onto a DVD, or vice versa. Use the Disc Info function to determine the format of the source disc.
Copier F/W Fail, Please Update F/W (the firmware has become corrupt and must be reinstalled)	<ul style="list-style-type: none"> • Contact your support administrator or Aleratec Technical Support.
Copy completes successfully but copies fail to play back or execute.	<ul style="list-style-type: none"> • Use the Compare function to verify the copied disc matches the original. For audio CDs, use Verify instead to ensure the disc is readable. • Change to a different drive or playback device and retry. • Configure the Burn Speed options to record at a slower speed. Discs burned at maximum speed (default setting) may cause difficulties for playback devices. • Such issues are more likely to occur with poor quality media; store brands, generic or bargain brands should be avoided.

Troubleshooting

Symptom	Corrective Action
Buttons do not function when pressed.	<ul style="list-style-type: none"> • A momentary pause may occur while scrolling through menu options, as certain functions require a refresh of the source disc's details. • The duplicator still may be busy with the last task. Check the display for messages that indicate an operation in progress. • Button mechanism may be malfunctioning. Switch the power off, wait 10 seconds, and then power on again to check for any improvement.
No message on the display and/or no indicator lights when powered on.	<ul style="list-style-type: none"> • Cycle the power by switching the power off, waiting 10 seconds, and then powering on again. • Check that the power cord is fastened securely to the duplicator, and to the electrical outlet. • Ensure the voltage selection switch is set correctly for your region (115 VAC for use in North America).** • Test the electrical outlet with another appliance.

** applies to P/Ns 260121, 260122, 260135, 260136, 260142, 260143, 260152, 260153 (not to be included in 1:1 products)

Technical Support

After reading this User Guide, if you need additional assistance with this product, please contact Aleratec Technical Support. Our technical staff will be happy to assist you, but they may need your help to better assist you. Calling Aleratec Technical Support without all the necessary information can be both time consuming and frustrating. Therefore, please try to have the following information ready before calling:

1. Serial Number - the serial number is located on the bottom of the DVD/CD Copy Tower Pro HS.
2. Troubles - your questions about the DVD/CD Copy Tower Pro HS.. Please provide enough information about your problems so our technical staff can recreate and diagnose it.

Technical Support Addresses and Phone Numbers

► By e-mail: **support@aleratec.com**

► By Telephone: **1-818-678-0484** – Skype: **support.aleratec.com**

Technical Support Group can be reached 8:00 AM to 5:00 PM, Pacific Time, Monday through Friday, excluding U.S. holidays.

Please try to call from a phone near your computer system.

► Access is available 24 hours a day, 365 days a year, via:

The World Wide Web at: **www.aleratec.com**

FAX at: **1-818-678-0483**

Service and Support

Aleratec, Inc., Limited Warranty

This Limited Warranty covers defects encountered in the course of normal use of this product and does not apply to damage from improper use, abuse, accidents, unauthorized service, or inadequate packaging when shipping the product to Aleratec, Inc.

Aleratec, Inc. provides the following limited warranty for this product only if the product was originally purchased for use, not re-sale, from Aleratec, Inc., an Aleratec, Inc. authorized dealer or distributor, or any other Aleratec, Inc. approved reseller for this product. This product is warranted to be free from defects in workmanship and material for a period of one year from the date of your original purchase.

If the product fails during normal and proper use within the warranty period, Aleratec, Inc. will, at its option, repair or replace the product at no cost (except shipping and insurance). This limited warranty does not include service to repair damage from improper installation, accident, disaster, misuse, abuse, or modifications to the subsystem, or by any other causes unrelated to defective materials or workmanship.

Service and Support

Please Note:

This Warranty is valid only within the United States and Puerto Rico, and applies only to products that are new and unopened on the date of purchase. For areas outside the United States and Puerto Rico, contact the authorized dealer from whom you purchased this product to determine what dealer warranty, if any, applies.

THIS LIMITED WARRANTY CONSTITUTES YOUR SOLE AND EXCLUSIVE REMEDY, AND THE SOLE AND EXCLUSIVE LIABILITY OF ALERATEC, INC., AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS OF ITEMS FOR A PARTICULAR PURPOSE.

Your sole remedy shall be repair or replacement, with new or refurbished components, as provided in this Limited Warranty. Aleratec, Inc. shall not be liable for any direct, indirect, special, incidental or consequential damages, including, but not limited to, any loss of data or loss of profits or business, regardless of the form of action or theory of liability resulting from any defect in, or use of, this product (even if Aleratec, Inc. has been advised of the possibility of such damages).

In any event, the liability of Aleratec, Inc. under this Limited Warranty, for damages to you or any third party, regardless of the form of action or theory of liability, shall not exceed the purchase price you paid for this product.

Some states do not allow limitations of the disclaimer of implied warranties, the period an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the exclusions and limitations stipulated in this Limited Warranty may not apply to you. This Limited Warranty gives you specific legal rights, and you may have other rights which vary from state to state.

Service and Support

To Obtain Warranty Service:

You must ship your product to the authorized dealer where your product was purchased within the one year warranty period and no later than thirty days after discovery of claimed defect, whichever occurs first. In either case, you must provide proof of original purchase before any warranty service can be performed. Products and parts provided as a result of warranty service may be other than new but will be in good working order and become your property at the time of exchange. At the same time, the exchanged products or parts become the property of Aleratec, Inc.

When shipping the product for service, you agree to insure the product, to prepay shipping charges, and to use the original shipping container or equivalent. Any service outside the scope of this limited warranty shall be at Aleratec, Inc.'s or its Authorized Service Provider's rates and terms then in effect.

This warranty gives you specific legal rights; you may also have other rights which vary from state to state.

Technical Support FAX Back Form

Aleratec, Inc.

Technical Support Fax Back Form

Please record the following information to help expedite any warranty claim:

Model No.: _____ Serial No.: _____

Date Purchased _____

Place of Purchase: _____

To: Technical Support Group FAX: 1-818-678-0483

FROM: _____ FAX: _____

E-MAIL _____

RE: _____ TEL: _____

DATE: _____ # OF PAGES: _____

I am experiencing the following problems with my DVD/CD Copy Tower Pro HS:

By answering these questions, your problem will be solved more rapidly. Make copies as necessary. You can reach us electronically at: www.aleratec.com on the internet.

NOTE: Please store and track the included software, registration codes and parts carefully. Requests for replacement software, registration codes, and/or parts may incur a fee.

Notes:

Notes:

Document Number: 9399035_ENG_Rev. C
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